



भारत सरकार / GOVERNMENT OF INDIA
पत्तन, पोत परिवहन और जलमार्ग मंत्रालय
MINISTRY OF PORTS, SHIPPING AND WATERWAYS

नौवहन महानिदेशालय, मुंबई
DIRECTORATE GENERAL OF SHIPPING, MUMBAI

F. No. 23-18/101/2026-CREW-DGS (C. No. 40064)

Date: 10.06.2026

Office Order

Subject: Mandatory Adoption of e-Navik Portal and Establishment of Grievance Redressal Governance Framework

In order to establish a centralized, transparent, and accountable grievance redressal mechanism under the e-Navik Portal, it has been decided that all grievances pertaining to the Directorate General of Shipping shall be routed through the designated grievance support mechanism for registration, monitoring, and resolution.

1. Registration on e-Navik Portal

All Headquarters Branches shall complete registration and onboarding on the e-Navik Portal within the prescribed timeline.

All designated users shall ensure successful login and familiarization with the portal functionalities.

2. Nomination of Grievance Nodal Officers and Support Resources

Each Branch of the Directorate shall nominate:

- One Grievance Nodal Officer; and
- One Support Resource (Can be contractual or existing staff)

for grievance management and coordination through the e-Navik Portal.

The nominated officers shall be responsible for ensuring timely examination, processing, monitoring, and closure of grievances pertaining to their office.

3. Mandatory Routing of Grievances through e-Navik

With immediate effect, all grievances received by Headquarters Branches and other field formations through any mode of communication, including:

- All grievances received by helpdesk

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9वीं मंज़िल, बीटा बिल्डिंग, आई थिंक टेक्नो कैम्पस, कांजुर गाँव रोड, कांजुरमार्ग (पूर्व) मुंबई- 400042

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-:2:-

- E-mail
- Telephone Calls
- WhatsApp Messages
- Walk-in Complaints
- Physical Correspondence
- Any other communication channel

shall be forwarded to support.dgs@gov.in for processing by the **Tier-II Grievance Support Unit** for tracking and reviewing the grievance.

The Tier-II Support Unit shall forward the grievance to e-Navik helpdesk who will register the grievance in the e-Navik Portal and generate a **Unique Ticket ID**, which shall be used for all subsequent correspondence, monitoring, escalation, and closure activities.

The above requirement shall apply to all grievances except those received through:

- CPGRAMS
- RTI Applications

which shall continue to be processed through their respective designated mechanisms.

4. Grievance Closure Authority and Escalation Mechanism

DDG Crew (Processes) shall be designated as the Central Grievance Nodal Officer for the Directorate General of Shipping and shall exercise overall supervision, monitoring, review, and grievance closure authority under the e-Navik Portal.

All grievances pertaining to Headquarters Branches shall be examined and processed by the concerned branch. The concerned branch shall record its observations and recommendations in the remarks section of the portal and forward the same to DDG Crew (Processes) for consideration and closure.

DDG Crew (Processes) shall be the competent authority for closure of grievances registered on the e-Navik Portal. No officer other than DDG Crew (Processes), Additional Director General of Shipping, or Director General of Shipping shall be authorized to close a grievance once a Unique Ticket ID has been generated through the e-Navik Portal.

Where a grievance remains pending with a Branch Officer, Grievance Nodal Officer, or designated official for more than three (03) working days without appropriate action, the matter shall be escalated in accordance with the prescribed escalation matrix.

Additional Director General of Shipping and Director General of Shipping shall retain overriding authority to review, reopen, intervene in, or close any grievance at any stage of the grievance redressal process.



..3/-

All grievances shall be processed and disposed of strictly on merit and within the timelines prescribed under the grievance governance framework and escalation matrix.

5. User Access, Security and Data Governance

Appropriate User ID, password management, access control, and data governance policies shall be implemented and enforced for the e-Navik Portal.

DDG (IT & E-Governance) shall function as the System Administrator for technical administration of the platform, while DDG (Crew) shall function as the Nodal Authority for grievance management and oversight.

6. Periodic Review Mechanism

A weekly internal review of grievances shall be conducted every Monday at 0930 Hrs under the chairmanship of DDG (Crew).


In the event that Monday is declared a holiday, the review shall be conducted on the next working day at the same time.

The review shall examine:

- New grievances received;
- Pendency status;
- Escalated grievances;
- Grievances approaching timeline thresholds;
- Closure actions taken;
- Compliance with the escalation matrix.

The review may be attended by concerned Branch Officers and Allied office's Nodal officers and shall serve as the preparatory review prior to the All-India Grievance Redressal Review Meeting which is conducted every Tuesday.

This issue with the approval of the Competent Authority.


(Shyam Jagannathan)
Director General of Shipping

Copy to:

1. DG Shipping Secretariat, DGS, Gol, Mumbai.
2. Office of Addl DG Shipping, DGS, Gol, Mumbai

3. Capt. Bipin Kumar, Dy. DG Crew (Processes)
4. Shri Praneet Choudhary, Dy. DG IT and e-Governance
5. All Officers of DG Shipping, Mumbai
6. All Branches/Wings/Divisions of the Directorate.
7. All POs/ MMDs/ SMOs and DSEOs
8. Computer Cell, with a request to upload the said office order on DGS website.
9. Office Order file.